Interagency
Shadowing and Training

Objective: To ensure that all agencies within the career center have an understanding of the various positions within each agency as well as an understanding of the programs offered by each agency.

Concept / Topic to Teach: Training sessions will be offered on Wednesday at 3:30 pm, each session will last one hour. Upon completion of the training sessions each employee will complete 8 hours of job shadowing.

Topics to Be Addressed

Staff Positions:

Full Employment Council: Career Development Associate, Career Development Executive, Career Readiness Instructor and Workforce Development Executive.

Division of Workforce Development Positions: Specialist I, Career Counselor, Business Representative, Veterans Representative, Parents Fair Share Representative, Job Corp Representative.

Career Center Programs:

Veterans Program, Job Corp, Parents Fair Share, WIA Adult Program, Dislocated Worker Program, Youth Programs, Cap Programs, Trade Act, Unemployment Insurance Worker Profiler, Adult Basic Education, Energy Assistance and METP

Specific Objectives:

Upon completion of each training session career center staff will make appropriate, informed referrals. This will lead to a more seamless integration of career center services.

DWD/FEC CROSS TRAINING
(Shadowing Outline)

Cross training or shadowing provides an opportunity to explore all specifics of a job function. It is one of the most effective tools for teams working together from different environments. As you observe, don't hesitate to ask questions. Begin by discussing what will be covered during the day.

Employee: _____ Date: _____

Training Site: _____ Shadow Facilitator:_____

Training Agency: _____ Position Shadowed: _____

To gain the most from your Job Shadowing Experience, Ask Questions!

- What is your official job title?

- How long have you been in the position?

- What is your overall job responsibility?

- How does it relate to the tasks of other staff?

- Who is your target audience?

- How are customers/clients referred to you?

- What technical knowledge or computer generated work is required?

- What is the next step when the customer/client leaves your office?

- What techniques are used to manage your caseload?

- What do you feel is the most difficult component of your job?

- What happens if you are unable to service the customer/client? (i. e. referral processes)